

# REGISTRATION FORM

## Essential Factory Management And Operations Skills

Thursday – Friday \* May 10 - 11, 2012 \* FMM Institute Malacca

FMM Institute Malacca  
D3-4, Plaza Jayamuda,  
Jalan Pelanduk Putih,  
75300 Melaka  
(Fax: 06-283 8090)

Please register the following participant(s) for the above programme:

1 Name \_\_\_\_\_ Designation \_\_\_\_\_  
Nationality \_\_\_\_\_ IC No. \_\_\_\_\_  
2 Name \_\_\_\_\_ Designation \_\_\_\_\_  
Nationality \_\_\_\_\_ IC No. \_\_\_\_\_

*(If space is insufficient please attach separate list)*

Enclosed cheque/bank draft No \_\_\_\_\_ for RM \_\_\_\_\_  
being payment for \_\_\_\_\_ participant(s) made in favour of the

**“FMM Institute”**

Please Tick (✓) if your company needs an Invoice YES \_\_\_ NO \_\_\_  
Submitted by \_\_\_\_\_

Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Company \_\_\_\_\_  
Address \_\_\_\_\_

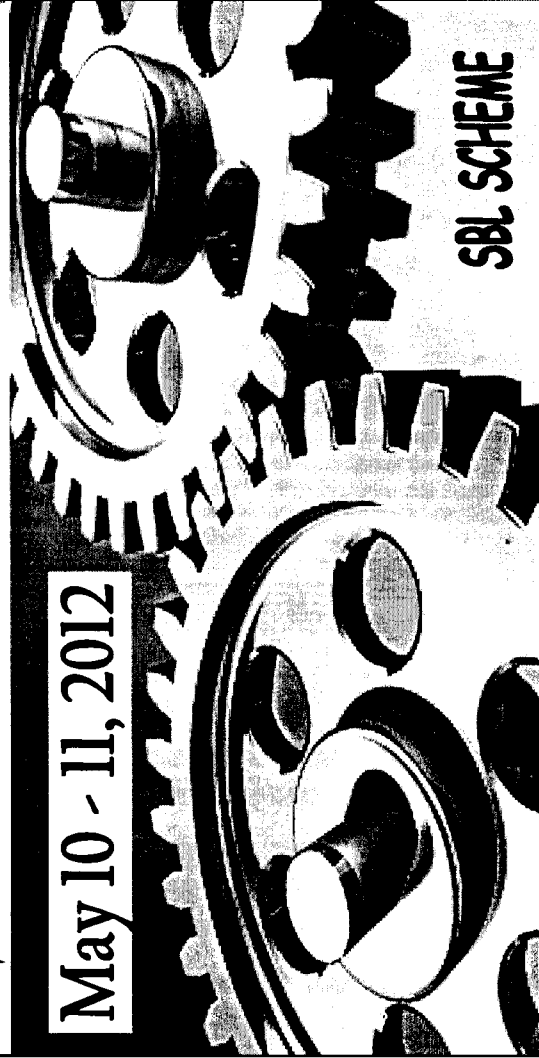
FMM Membership No. \_\_\_\_\_ PSMB MyCodeID No. \_\_\_\_\_  
Telephone \_\_\_\_\_ Fax \_\_\_\_\_ Date \_\_\_\_\_  
E-mail Address \_\_\_\_\_



# Essential Factory Management

**New!** & Operations Skills

May 10 - 11, 2012



SBL SCHEME



FMM Institute Malacca Branch

Centre for Professional Development

In most countries, developing or developed, the Factory is a dynamic, job-creating, tax-paying, socio-economic centre. Without it the "resources" remain resources and never becomes outcome or results. In a competitive economy, the quality and performance of the factory determines the success of the economy. But factory itself does not have life until we manage it. This programme aims to narrow the gap, and clear the myth, between what can be done and what is being done.

## CONTENTS

- **INTRODUCTIONS TO MANAGEMENT**
  - What is Management?
  - Levels of Management : Operational or Strategic
  - The 8 Essential Skills for Managers
- **PLANNING MANAGEMENT**
  - What can Planning do for you
  - The System Tool in Planning
  - 6 Points on Effective Planning
- **LEADERSHIP AND MANAGEMENT**
  - Differences Between Manager & Leader
  - The Various Leadership Styles and its Utility
  - Functions of Leadership in the Workshop
  - The Approach to Leadership Improvement
- **INFORMATION MANAGEMENT**
  - Obelisk Case
  - What do we Need in Order to Manage Well?
  - "Raw Material" for Decision Making
  - Tool for Decision Making
- **PERFORMANCE MANAGEMENT**
  - Performance Expectation
  - Key Performance Indicator
  - Intervention Strategy on Performance
  - Appraising Performance
  - How to Manage Below-Performance Workers
- **FINANCIAL MANAGEMENT**
  - Important of Financial Management
  - Concept of NPV in expenditure Evaluation / Approval for Projects
  - Other Financial Ratios
- **COMMUNICATION MANAGEMENT**
  - Common Communication Obstacles
  - Thorndike & Lippmann Effects
  - Window of Communication Introduction
  - How to Effectively Manage Communication?
- **NEW ERA MANAGERS**
  - Logic or Emotion?
  - Avoiding Being the "Flintstone" in the Office

## Benefits

Upon completion of the course, participants will be able to:

- Understand the role of factory management
- Improve overall performance & effectiveness
- Be more confident in managing
- Enhance and improve leadership skills
- Upgrade communication skills
- Manage numbers that tick

## Trainer

**MR ANDREW CHEAH** holds a Master Degree in Business Administration from the University of Portsmouth, United Kingdom and is a qualified ISO 9000 Assessor (QM/SIRIM). As a Consultant attached with an International Consultancy Firm based in USA, he specialized in areas such as cost saving, productivity improvement, behavioral survey, internal auditing and training for all projects in Singapore, Indonesia, Thailand and Malaysia. His experience in international consultancy earned him a membership with the Associated of Productivity Specialist – New York. Mr Cheah has conducted many courses in the field of Industrial Engineering, Production Operations, Quality, People Management, Personal & Performance Development and ISO. He has also worked in the manufacturing organizations & served in Depts. such as Training & Development, Project Mgt., Industrial Engineering, Production Operation, Plant Facilities, Safety & Housekeeping. While serving these manufacturing concerns, he has won the NPC National Productivity Award, brought about huge savings on Telephone bills, Electricity and Water consumption and implemented JD Edwards ERP Business Solutions.

## Who Should Attend

This is intended for people who have to manage the various resources and / or projects in factories, and anyone interested in understanding more about management.

## Administrative Details

**Date :** May 10 – 11, 2012 (Thurs-Fri)  
**Time :** 9.00am - 5.00pm  
**Venue :** **FMM Institute Malacca**  
 D3-4 Plaza Jayamuda  
 Jalan Pelanduk Putih  
 75300 Melaka

## Fees:

FMM Members **RM650** per participant  
 Others **RM750** per participant  
 (Fees include course materials, lunch and refreshments)

Completed registration forms with cheques made in favour of **FMM Institute** should be forwarded to FMM Institute Malacca Branch before **May 3, 2012**.

*Those who register but do not turn up for the programme will be billed accordingly. There will be no refund for cancellation within 2 working days prior to the programme, 50% refund for cancellation between 3-6 working days and full refund for cancellation 7 working days prior to the programme. However, replacement will be accepted at no additional cost. **CANCELLATION MUST BE CONFIRMED IN WRITING TO FMM INSTITUTE MALACCA BRANCH. FMM Institute Malacca Branch reserves the right to cancel or reschedule the programme and all efforts will be taken to inform participants of any changes.***

For further enquiries, please contact:  
 Ms Low Lai Ching / Ms Yvonne Gan  
**FMM Institute Malacca Branch**  
 Tel: 06-283 1639 Fax: 06-283 8090  
 E-mail: lai\_ching@fmm.org.my /  
 siew\_kim@fmm.org.my

## SBL Scheme

**100% HRDF Reimbursement**  
 can be applied **PRIOR** to  
 commencement of the programme.